

JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☒ Permanent Full-time ☐ Permanent Intermittent ☐ Limited-term (Temporary) Length ____ ☐ Formal Training and Development Assignment

Position Title: Senior Collection Lead

Classification: Sr Compliance Representative
Promotional List or Lateral

Location Sacramento Building, 4th Floor

Section/Unit: RRSB/Contract Collections

Salary Range: \$4,467.00 - \$5,431.00

Number of Vacancies: 1

Job Description: (includes typical duties)

Under the supervision of the Administrator 1, the selected incumbent communicates the department and section policies and procedures to staff and to Private Collection Agencies (PCA's) personnel. Provides input regarding policies and procedures relating to the Contract Collections Program. Participates as a member of the Contract Collections Business Team. Acts as a Senior Lead Liaison for an assigned vendor and for units outside the group. Works with leads and supervisor to develop and maintain consistent guidelines. Acts as a technical resource, conducts formal and informal training, and attends meetings as required. Reviews the work of Compliance Representatives to evaluate and recommend actions to be taken to improve the quality and quantity of work.

Required Knowledge, Skills, Abilities:

Knowledge of PIT Law.
Strong leadership and staff development skills.
Excellent communication skills, both oral and written.
Strong organizational and time management skills.
Excellent interpersonal and customer service skills.
Ability to work independently and exercise good judgment.
Ability to adjust to changing situations and priorities.
Good attendance. Positive attitude. Strong team player.

Desirable Experience/Qualifications:

Experience with FTB programs, collection tools, and systems such as ARCS, TI, INC, and Bets.
Proficiency in MS Office (Word, Excel, PowerPoint, and Outlook).
Flexibility and the ability to adjust priorities, meet deadlines and willingness to multitask.
Patience, sense of humor, and be creative.

Mail or hand deliver your application by: 5 PM, June 11, 2007

Contact Person: Connie Cardwell

Telephone Number: 916-845-4980

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550 Attn: Annette Griffith, x5766

Special Instruction: **FTB Employees Hand Deliver or Route To** Annette Griffith (SA4F-A02C) **at M/S A-420**

Please submit STD 678 and a one-page document explaining what will make you a successful and effective lead in our area.

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be interviewed.**

All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation. The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.
The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.